

Professional Services for IBM Cognos 8 version 3

Accelerate your success with IBM Cognos 8 v3

IBM Cognos 8 version 3 brings with it a full range of professional services designed to ensure your successful migration and deployment. IBM Cognos 8 version 3 includes features like more personalized and targeted information, along with easier modelling and management. It also allows better accessibility to reach a much broader user community, extending the value of business intelligence to power users, executives, and report consumers.

By taking advantage of consulting for your IBM Cognos 8 version 3 projects, you are helping to ensure users get up and running faster with unique features that will help them make better business decisions. And this means better, faster return on your software investment.

Guardian Services

Internal teams or partners running your Cognos implementation can benefit from vendor-specific guidance and technical knowledge to ensure total project success. IBM Cognos Guardian Services provides this valuable expertise. Guardian Services provide Cognos expertise at critical points of your implementation, allowing you to choose specific services, as required, to complement your existing capabilities and project requirements.

In addition to offering a range of valuable work packages, Guardian Services allow you to make use of Cognos Technical Account Managers (TAMs). TAMs are technical resources with deep Cognos application expertise that can help you navigate through the service offerings, while leveraging Cognos resources, tools, and proven practices.

Guardian Services are designed to address the features and functionality of IBM Cognos 8 BI version 3, and include a range of services defined within two categories: Review work packages and Realize work packages.

Review work packages provide reviews and guidance at critical implementation milestones. Cognos consultants leverage their knowledge and expertise to ensure transitions from one project phase to the next are accomplished – with a minimum of risk. The Review work packages are:

- BI and Planning Design Review – provides Cognos resources to help you perform an early assessment of how well your BI and/or planning design is addressing your business objectives, while ensuring that your tested proven practices are implemented within the solution.
- BI and Planning Model Review – provides early assurance that your meta data model is designed to support your planned BI and/or planning solution.
- BI Reports and Application Review - ensures that the BI content meets both Cognos proven practices and your own information delivery and usability requirements.
- Planning Process Review – assesses the alignment of your planning processes in the context of the Cognos Solutions Implementation Methodology and its' Planning Implementation Roadmap and Proven Practices; and delivers recommendations for actions required to further optimize the value of your Cognos Planning solution.
- BI and Planning Security Review – provides a comprehensive assessment of the access and control aspects of your BI and/or planning environment and implementation.
- IBM Cognos Go! Mobile Readiness Review – assesses the IBM Cognos 8 BI and BlackBerry Server Environments to detect any risks up front that may inhibit a successful implementation of IBM Cognos 8 Go! Mobile.

- BI Upgrade Services – assists you in upgrading from one IBM Cognos Business Intelligence application to another, from project planning and monitoring, through multi-user testing and report validation.
- IBM Cognos TM1 Review – provides a comprehensive review of your documented business requirements and proposed IBM Cognos TM1 application design.
- IBM Cognos TM1 Performance Optimization Health Check – provides a detailed review of the application design as it relates to proven practices and ensures the IBM Cognos TM1 application is optimized for current releases of complementary applications.

The Realize work packages allow you to bring in Cognos consultants with specific technical expertise to address all or part of the work that was identified as part of a Review work package. The Realize work packages include:

- BI and Planning Design Expertise – enables you to understand, implement and validate Cognos best practices within your environment.
- BI and Planning Model Optimization – provides the expertise you may need to carry out the recommendations from the BI and Planning Model Review.
- BI Reports Optimization – provides the expertise you may need to implement the recommendations made during the BI Reports and Application Review, ensuring you get the best reporting results from your solution.
- BI and Planning Security Optimization – provides the expertise you may require to carry out the recommendations made during the BI and Planning Security Review.

- BI and Planning Architecture Design – ensures the required infrastructure is in place by the start of your BI and/or planning implementation.
- BI and Planning Installation and Configuration – ensures proper installation and configuration prior to the start of development work, testing, and the rollout of production systems.
- BI and Planning Health Assessment – helps you quickly identify and resolve any unexpected behaviors in your technical environment.
- BI and Planning Performance Tuning – helps you identify any system bottlenecks, and make adjustments to the solution with greater speed.
- BI and Planning Operational and Architecture Design – gives you longer term support and direction, knowledge transfer, or provides additional support to your server administration staff.
- IBM Cognos 8 Go! Mobile Installation and Configuration – ensures proper installation and configuration of the client and server aspects of Go! Mobile to allow users to securely receive and interact with reports and analysis through their mobile devices.
- IBM Cognos TM1 Technical Design – ensures your IBM Cognos TM1 implementation is aligned, configured, and optimized for your business needs.

Migration Tools and Services

Migration tools and services help you move your existing BI application, allowing you to benefit from the most recent Cognos innovations. Tools and services available for IBM Cognos 8 BI version 3 include the following offerings.

Migration Services for Cognos 8 BI version 3

Migration services provide you with the expertise to migrate your existing IBM Cognos Series 7 applications to IBM Cognos 8 BI version 3.

BI Migration Offshore Service

By providing a combination of onshore and offshore consulting services, Cognos delivers a high quality offering with lower blended hourly cost. To support IBM Cognos 8 BI version 3, Cognos delivers expert migration services, including a Global Delivery Center with off-shore capabilities to support migration and report development needs.

BI Migration Roadmap

Used by Cognos customers, partners, and employees around the globe, the Cognos SIM (Solutions Implementation Methodology) is a step-by-step guide to the complete implementation lifecycle. The Cognos SIM is based on the five project phases — Analyze, Design, Build, Deploy, Operate — and includes a project management layer. The Cognos SIM includes roadmaps for BI, BI migration and BI conversion.

BI Competency Center Services

A Business Intelligence Competency Center (BICC) is one of the best ways to drive the strategic rollout of IBM Cognos 8 BI version 3 across your business. Using a combination of practice aids, methodologies, tools, and technology, Cognos Professional Services guides you through the process of establishing a BICC within your organization. Cognos can help you manage and maintain a solid BICC foundation to facilitate internal knowledge sharing, consistency and reuse. This, in turn, drives faster, more successful projects across your organization.

Contact us

If you need more information about how Cognos Consulting can assist you with your Cognos 8 version 3 implementation or migration, contact your local Service Manager or Account Manager.

To have a local Service Manager contact you, fill out the Services Request form on our Web site: <http://support.cognos.com/en/consulting/about/request.html>

Email: gcs@cognos.com

About Cognos, an IBM company

Cognos, an IBM company, is the world leader in business intelligence and performance management solutions. It provides world-class enterprise planning and BI software and services to help companies plan, understand and manage financial and operational performance. Cognos was acquired by IBM in February 2008. For more information, visit www.cognos.com



For more information

Visit the Cognos Web site at www.cognos.com



Request a call

To request a call or ask a question, go to www.cognos.com/contactme. A Cognos representative will respond to your enquiry within two business days.

